

WHAT IS CLAIMED IS:

1. A graphical user interface (GUI) for use by a designer in preparing a translation of a script that may later be displayed to and read by a user during an interactive session with another person, the GUI comprising:

a first set of script areas that are each capable of providing a textual display of a distinct portion of the script in a first language; and

a second set of script areas that are each capable of providing a textual display of a distinct portion of the script in a second language,

wherein each script area in the first set has a spatial relationship with a script area in the second set that corresponds to the same distinct portion of the script.

2. The GUI of claim 1, wherein the GUI further comprises:

a menu area capable of displaying a set of selectable language options for determining the second language.

3. The GUI of claim 1, wherein the GUI further comprises:

a selectable save option to save the script in the second language when text associated with each distinct portion of the script is displayed in the second set of script areas.

4. The GUI of claim 1, wherein at least one of the script areas in the second set is capable of displaying default text in the second language that has been previously saved.

5. The GUI of claim 1, wherein at least one of the script areas in the second set is capable of displaying read-only text in the second language.

6. The GUI of claim 1, wherein at least one of the script areas in the second set is capable of displaying text in the second language that has been input by the designer.

7. The GUI of claim 1, wherein each distinct portion of the script is associated with a script element type.

8. The GUI of claim 1, wherein at least one of the script areas in the first or second set includes a selectable area that, when selected, causes a corresponding portion of a script graph for the script to be displayed using the GUI.

9. The GUI of claim 1, wherein the portions of the script include a script introduction, a script question, and a script conclusion.

10. The GUI of claim 1, wherein a script area in the first set that is associated with a particular portion of the script is adjacent to a script area in the second set that is also associated with the particular portion of the script.

11. A computer-implemented method for using a graphical user interface (GUI) to prepare a translation of a script that may later be displayed to and read by a user during an interactive session with another person, the method comprising:

providing a first screen area to display the script in a first language, wherein the first screen area includes script areas that are associated with each distinct portion of the script that could be read by the user to another person during the interactive session; and

providing a second screen area to display the script in a second language, wherein the second screen area includes script areas that are each associated with one of the script areas of the first screen area.

12. The computer-implemented method of claim 11, wherein the method further comprises:

providing a menu area to display a set of selectable language options for determining the second language.

13. The computer-implemented method of claim 11, wherein the method further comprises:

providing an option to save the script in the second language when text associated with each distinct portion of the script is displayed in the second screen area.

14. The computer-implemented method of claim 11, wherein the method comprises:

5 providing a second screen area to display the script in a second language, such that at least one of the script areas in the second screen area displays default text in the second language that has been previously saved.

15. The computer-implemented method of claim 11, wherein the method comprises:

10 providing a second screen area to display the script in a second language, such that at least one of the script areas in the second screen area displays text in the second language that has been input by a script designer.

16. The computer-implemented method of claim 11, wherein the method comprises:

15 providing a second screen area to display the script in a second language, such that at least one of the script areas in the second screen area displays read-only text in the second language.

17. The computer-implemented method of claim 11, wherein the method comprises:

20 providing a second screen area that is adjacent to the first screen area.

18. The computer-implemented method of claim 11, wherein a script area in the first screen area that is associated with a particular portion of the script is adjacent to a script area in the second screen area that is also associated with the particular portion of the script.

25 19. The computer-implemented method of claim 11, wherein each distinct portion of the script is associated with a script element type.

20. The computer-implemented method of claim 11, wherein at least one of the script areas in the first or second screen areas includes a selectable area that, when selected, causes a corresponding portion of a script graph for the script to be displayed using the GUI.

21. The computer-implemented method of claim 11, wherein the portions of the script include a script introduction, a script question, and a script conclusion.

5 22. The computer-implemented method of claim 11, wherein the user is a call-center agent and the other person is a customer.

23. A computer-readable medium having computer-executable instructions contained therein to perform a method for using a graphical user interface (GUI) to prepare a
10 translation of a script that may later be displayed to and read by a user during an interactive session with another person, the method comprising:

providing a first screen area to display the script in a first language, wherein the first screen area includes script areas that are associated with each distinct portion of the script that could be read by the user to another person during the interactive session; and

15 providing a second screen area to display the script in a second language, wherein the second screen area includes script areas that are each associated with one of the script areas of the first screen area.

24. A computing system for use by a designer in preparing a translation of a script that
20 may later be displayed to and read by a user during an interactive session with another person, such that the computing system is programmed to:

provide a first screen area to display the script in a first language on a display device, wherein the first screen area includes script areas that are associated with each distinct portion of the script that could be read by the user to another person during the interactive
25 session; and

provide a second screen area to display the script in a second language on the display device, wherein the second screen area includes script areas that are each associated with one of the script areas of the first screen area.